




Mental Health Commission of Canada / Commission de la santé mentale du Canada

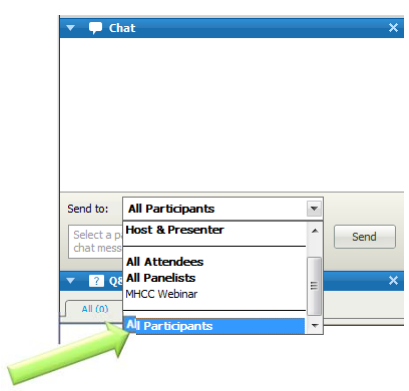
PICKERING PUBLIC LIBRARY

Supporting Grieving Employees in the Face of a Tragedy Impacting the Workplace

Cathy Grant, CEO, Pickering Public Library | Tanya Sinclair, Director of HR, Pickering Public Library | Kim Affeldt, Senior Administrative Assistant, Pickering Public Library | Colleen Bolin, Manager of Client Relations, Pickering Public Library | Pam Fitzgerald, Registered Nurse and Director, The Canadian Centre for Bereavement Education and Grief Counselling
February 25, 2015, Noon-1:00 p.m. ET



Important! Send questions/comments to: 'All Participants'



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Presenters


					
Nitika Rewari	Pam Fitzgerald	Cathy Grant	Tanya Sinclair	Kim Affeldt	Colleen Bolin
Mental Health Commission of Canada	The Canadian Centre for Bereavement Education and Grief Counselling	Pickering Public Library	Pickering Public Library	Pickering Public Library	Pickering Public Library




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Agenda




1. What is Grief and Trauma?
 - The Grieving Process
 - Workplace impact on grieving employees
 - How to support staff working through grief
3. Pickering Public Library's Journey with a Workplace Tragedy
 - Coping With The Loss
 - Lessons Learned
 - Applying Psychological H&S considerations
4. Questions

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The Canadian Centre for Bereavement Education and Grief Counselling

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What does grief mean?

Process


Normal, Natural, Necessary



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What does the grieving process look like?


Shock, Denial, Numbness, Disbelief	Emotions	Cognitive
Thinking	Behaviours	Social factors




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How can a workplace have an impact on an employee's journey of grieving?

- Care and Compassion
- Individuality
- Managers & Supervisors Roles
- Death Notification
- Accurate Information
- Questions
- Funeral
- Deceased persons work area
- Rituals
- Human Resource training
- Breaks
- Open Communication
- Support/Help
- Referrals


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Is there a difference between grief and trauma?

Differences and similarities - Contrast

	Grief	Trauma
Cognition	Focus on lost relationship	Focus on traumatic event
Reliving	The absence	The event
Affect	Sadness, yearning, separation anxiety	Fear/horror, traumatic anxiety
Belief System	How can I go on? Who am I now?	Why did this happen? Can it happen again
Memory	Approach/reminiscing	Avoidance/intrusion
Symptoms	Depressive	Anxiety, agitation, arousal

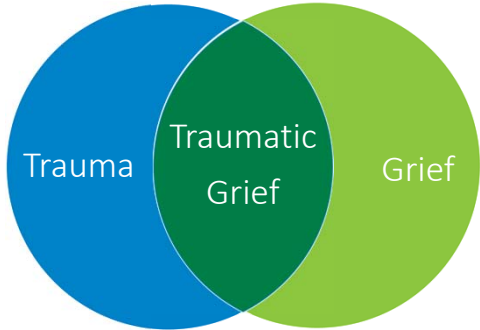
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Traumatic Grief Response

Converging Elements

- Shock & numbness
- Dysregulation
 - physiological
 - cognitive impairment
 - mood
 - belief systems
 - behaviours
 - Interpersonal
- Intense psychological pain
- Overwhelmed coping capacity
- Risks and Protective factors
- High co-morbidity



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How can grief affect performance in the workplace?

- Physical
- Emotional
- Cognitive
- Behavioural

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What can employers do to support staff in working through grief?

- Grief &/or Trauma Policy
- Care and Concern
- Communication
- Check in
- Performance
- Support/Help
- Rituals
- Private Place
- Personal Training
- Referral Source

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Pickering Public Library

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Overview of Pickering Public Library

- Employees: 103 (64 permanent)
- Location: Pickering, ON
- Number of branches: 4
- HR has oversight and core accountability for health and safety, including mental health.
- Unionized work setting
- 2nd most award-winning library in Ontario!



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Case Study Project Activities

- One of 40 participants in the Mental Health Commission of Canada's case study project
- Things in place at PPL:
 - Senior Level Commitment
 - Policy statement
 - Committee
 - Processes
 - Data collection
 - Training



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WorkWell Committee



- 8 members
- Role of committee
- Monthly meetings
- Representatives from all departments

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Tragedy Strikes

- Employee sudden death
- Notification from family member
- Immediate response
- Provided mental health support
 - To the employees and beyond
 - To the family of the deceased
- Increased manager visibility and access



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Coping with the Loss

- Authentic Communication
- Grief Counselling
- Management Support
- Employee Assistance Program
 - Access for all staff, not just permanent
- WorkWell Committee
- Paid Funeral Attendance
- Additional Staffing Coverage/Replacements



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Lessons Learned

Have a plan

Don't make assumptions

Managers need support too



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Applying Psychological H&S Considerations

Top 3 PHS factors considered by PPL:

- Organizational Culture
- Psychological & Social Support
- Clear Leadership & Expectations



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Employee Feedback

Employees appreciated:

- Personal communication
- Management visibility
- Time to grieve




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Final Thoughts

- Mental health in the workplace must be a priority
- Prepare for the worst, hope for the best
- Self-care is crucial
- Give employees time to grieve, in their own ways



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Free Resources

Download the *National Standard of Canada for Psychological Health and Safety in the Workplace* (the Standard)

www.csa.ca/z1003

Download *Assembling the Pieces: An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace*

www.mentalhealthcommission.ca/standardguide

Download the report *Communicating in a Crisis*

This report provides an overview of how to create a crisis communications plan after a workplace emergency.

<http://threadsoflife.ca/wp-content/uploads/2011/06/article-crisis.pdf>

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Questions?

Visit The Canadian Centre for Bereavement Education and Grief Counselling - in Toronto and Burlington, ON

Pam Fitzgerald, Director, R.N., M.A., Camila Troughton, M.A., M.S.W. and Deana Slater M. A.

www.pamfitzgerald.com

Contact the Pickering Public Library:

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Kim Affeldt, Senior Administrative Assistant, kima@picnet.org

Colleen Bolin, Manager of Client Relations, colleenb@picnet.org

Cathy Grant, CEO, cathyg@picnet.org

Visit the Pickering Public Library: www.picnet.org

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Next Workplace Webinar

Date: March 25, 2015 at 12:00pm to 1:00pm ET

Topic: Learn about NAV Canada's Peer Support Program

Speaker: NAV Canada



To watch our past webinars, visit our website at:
www.mentalhealthcommission.ca/English/workinar

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Join the Conversation

Communicate. Contribute. Collaborate.



COLLABORATIVE SPACES is an online repository and conversation place for mental health in Canada. Share mental health information with others and learn from others as they post. The more you contribute, the more robust a resource it will be!

<http://www.mentalhealthcommission.ca/English/spaces>

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Thank you

Contact us: info@mentalhealthcommission.ca

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